



**Solicitation Information
September 14, 2015**

RFP # 7549890

TITLE: Electronic Visit Verification System

Submission Deadline: October 13, 2015 at 10:00 am (ET)

PRE-BID/ PROPOSAL CONFERENCE: No

MANDATORY:

Any Vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory Pre-Bid/ Proposal Conference. The representative must register at the Pre-Bid/ Proposal Conference and disclose the identity of the vendor whom he/she represents. A vendor's failure to attend and register at the mandatory Pre-Bid/ Proposal Conference shall result in disqualification of the vendor's bid proposals as non-responsive to the solicitation.

DATE:

LOCATION:

Questions concerning this solicitation must be received by the Division of Purchases at david.francis@purchasing.ri.gov no later than **September 24, 2015 at 10:00 am (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

**David J. Francis
Interdepartmental Project Manager**

Applicants must register on-line at the State Purchasing Website at www.purchasingri.gov.

Note to Applicants:

Offers received without the entire completed three-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

TABLE OF CONTENTS

Section I - Introduction.....	3
Section II - Background and Purpose.....	5
Section III - Scope of Work.....	6
Section IV - Technical Proposal.....	10
Section V - Cost Proposal.....	11
Section VI - Evaluation and Selection.....	11
Section VII - Proposal Submission.....	13
Attachment A - Cost Form.....	15

Section I: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Executive Office of Health and Human Services (EOHHS), is soliciting proposals from qualified firms to provide and manage an Electronic Visit Verification (EVV) System for home and community based services (HCBS), in accordance with the terms of the Request for Proposals and the State's General Conditions of Purchase, which may be obtained at www.purchasing.ri.gov.

The initial contract period will begin approximately April 1, 2016 for three years. Contracts may be renewed for up to two additional 12-month periods based on vendor performance and the availability of funds.

This is a request for proposals, not an invitation to bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price. There will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

Instructions and Notifications to Offerors:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 60 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this

requirement, the official time and date shall be that of the time clock in the reception area of the Division.

7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the Sub Vendor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of State and Federal funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1
Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information visit the website www.mbe.ri.gov

15. Under HIPAA, a “business associate” is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to, a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A “business associate” also is a sub Vendor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard HIPAA protected health information. Therefore, if a Vendor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement.

SECTION II: BACKGROUND AND PURPOSE

Background

The mission of EOHHS is to ensure access to high quality and cost effective services that foster the health, safety, and independence of all Rhode Islanders. EOHHS is the umbrella agency for the Department of Children, Youth and Families (DCYF), the Department of Health (DOH), the Department of Human Services (DHS) and the Department of Behavioral Healthcare, Developmental Disabilities and Hospitals (BHDDH).

EOHHS, in addition to encompassing the above mentioned departments, is the Single State Medicaid Agency for Rhode Island. Medicaid is the public assistance program that finances primary and preventative health care coverage to low-income families, and long-term care to low-income seniors and persons with disabilities. Medicaid is funded by both the federal and state governments and covers a wide range of services.

In Rhode Island, HCBS are administered by the various departments and divisions within EOHHS:

- a) The Division of Elderly Affairs (DEA) administers home and community-based services (HCBS) that include the DEA Core Program services for individuals aged 65 and older and the Assisted Living Program for individuals aged 65 and older and adults with disabilities.
- b) The Office of Long Term Services and Supports (LTSS) within EOHHS administers the Personal Choice Program (PCP), Money Follows the Person (MFP), Nursing Home Transitions Program (NHTP), Habilitation and the Connect Care Choice Community Partners. A portion of the Preventive and Core programs under Connect Care Choice Community Partners are also administered by the Office of Long Term Services and Supports within EOHHS.
- c) The Department of Human Services (DHS) Office of Long Term Care/Adult Services administers The Preventive, and Core Programs.

- d) The Center for Child and Family Health (CCFH) within EOHHS administers the Katie Beckett and Rite@Home Shared Living programs.
- e) The Department of Behavioral Healthcare, Developmental Disabilities and Hospitals (BHDDH) administers various other HCBS including, but not limited to, a day program, transportation, community supports, case management and residential and shared living.

EOHHS works closely with the state's Medicaid fiscal agent, HP Enterprise Services, LLC (HPES), to administer a significant portion of these programs.

EOHHS has recently contracted with BAE Systems Applied Intelligence, LLC (BAE) to develop a predictive modeling and analytics enhancement to MMIS.

This RFP is issued under the authority of the General Laws of the State of Rhode Island (R.I.G.L.), the Affordable Care Act, Title XIX of the Social Security Act, as amended, and the implementing regulations issued under that authority. Any proposal submitted by any prospective vendor that fails to meet any published requirement may, at the option of the State, be rejected without further consideration.

Purpose

With the expansion of in-home and community-based care and services comes an absolute need to ensure that care is being delivered properly and that publicly-funded resources are being managed and spent appropriately. This initiative aims to utilize telephony-based technology and GPS tracking to capture time and service information about home and community-based member visits. The goal of this system is to enhance program efficiencies and quality assurances for the various in-home and community-based care and services administered by the departments that are included under the umbrella of EOHHS, as well as our Managed Care Organization (MCO) partners.

SECTION III: SCOPE OF WORK

General Scope of Work

The vendor selected for this project will provide, implement and support an EVV system, which verifies that home and community-based services were delivered according to established rules and regulations. The system must utilize multiple technologies to track the time, location and task performance of direct service and/or in-home workers during service delivery for the purpose of safeguarding against fraud and improving service delivery and program oversight. The EVV solution will assist with care plan compliance and improve the quality of patient care.

The system shall interface with the RI Medicaid Management Information System (MMIS), our Managed Care Organization (MCO) partners and HCBS providers, to authorize payment of claims based on the verified service delivery and compliance with the rules and regulations associated with the service. HPES will create MMIS data exports to send to the successful vendor to enable the EVV processing. These exports will include data for eligible recipients, eligible providers, and prior authorization details. Providers and their billers will work with HPES and the EVV vendor to establish a means for sending electronic 837s (HIPAA-compliant electronic claims) to the MMIS for adjudication. The system architecture must be flexible enough to add future desired populations, programs, and services, which have different policies and procedures.

It is anticipated that the EVV system will be implemented in two phases. The first phase will require the “Personal Care Aide” provider type (RI MMIS Provider Type “072”) to start using the new EVV solution. At present, this represents fifty (50) billing providers and covers roughly five thousand (5,000) recipients. Claims will not be validated pre-payment by the EVV system against prior authorization data during this phase, but will be subject to post-payment review and validation of services by EOHHS and our MCO partners.

In the second phase of the project, which is anticipated to begin in the thirteenth month of implementation, these claims shall be validated against prior authorization data from MMIS and our MCO partners prior to payment. During this phase the solution will be rolled out for those receiving consumer-directed services.

Specific Activities/Tasks

All vendors, will be judged on the Quality and Completeness of their Work Plan that must include, but is not limited to, the specific system deliverables listed in this section.

1. Multiple technologies to address recipients in all locations including:
 - a) Telephony, integrated GPS-enabled apps for mobile devices (iOS and Android) and alternative fixed devices that can be used in the recipient’s home;
 - b) Caregiver timesheets generated for the provider agency;
 - c) System to submit billing within 24 hours of services rendered; and
 - d) Recipient-centric digital documentation management.
2. Provide visit verification that prevents provider abuse by collecting customer and caregiver information electronically at the beginning and end of services provided in the home and other settings. The EVV system must maintain an audit trail that electronically and accurately documents and tracks login and logout times of visits by caregivers. In addition, the system must allow for multiple in/out activities per day;
3. Maintain a response time (to call-in transactions) that shall be less than three (3) seconds for user submitted data for ninety-eight percent (98%) of the transactions;

4. Uses biometric voice verification or another proposed method approved by the State that provides at least ninety-nine percent (99%) accuracy to assure the correct caregiver is identified. Proposal must include method(s) for acquiring caregiver's baseline verification information;
5. Provide the capability to provide various reports to the State, MCO and provider level to help identify and reduce fraud, waste and abuse. Contractor shall provide a list or sample reports able to be generated;
6. Provide multi-payer reporting for providers and State oversight that will allow users to filter reports by specific payer and view payer information for each claim in record layout;
7. Allow provider entry of TPL information at the client (to be applied to all claims for a client) or claim level before a TPL affected claim can be submitted;
8. Provide real-time visibility into the services being provided;
9. Provide the capability of interfacing with third-party agency management applications;
10. Provide real-time multi-level escalating alerts of pending late and missed visits to the provider, support coordinating agency, and other entities as determined by EOHHS. For instance, the provider is made aware if the caregiver does not show up so that the provider can schedule an alternate worker and/or make contact with the recipient;
11. Allow the State, MCO's, providers and case managers to view appropriate levels of data;
12. Provide for real-time capabilities to collect activities or services at the facility or in the home and develop an electronic record;
13. Provide an integrated system that includes scheduling, care planning, authorization monitoring, visit verification, reporting and billing;
14. Have the capability to receive and store daily updates of participant, provider, and plan of care data sent from provider agencies, support coordinators, MCO's and the state's fiscal agent;
15. Provide system architecture that is configurable to support multiple programs and services which have different policies and procedures, reimbursement rates, and business rules, all of which are subject to change during the contract period in response to State and federal regulations, budget appropriations and other factors;

16. Have an architecture model which supports a business rules engine which is easy to maintain and configure. The business rules engine shall allow flexibility supporting program policy and rule changes as they occur and limiting the amount of customization needed in adapting changes;
17. Have the capability of enforcing the following edit checks:
 - a. The caregiver is not providing services to multiple recipients at the same time
 - b. The same recipient is not receiving the same services from multiple caregivers at the same time
18. Permit recipients to be linked to more than one provider and/or program. Recipients are often eligible for and enrolled in more than one program, each with its own rules, and may have multiple providers within any single program;
19. Provide a hosting environment whereby all the physical hosting, communication, server hardware, application access and data storage security mechanisms comply with and adhere to all applicable Rhode Island Division of Information Technology policies, standards and guidelines, including all federal HIPAA requirements, including HITECH Act amendments;
20. Agree that under no circumstances may Rhode Island data be relocated, transmitted, hosted or stored outside the continental United States in connection with any services provided under this contract entered into under this RFP, either directly by the vendor or by its subcontractors;
21. Provide installation, maintenance and enhancement of software for providers and agency users;
22. Provide a detailed description of the software licensing structure (SaaS, COTS, Open Source, etc.) and terms for all software included in the bid;
23. Specify minimum hardware and software requirements, including any and all software components required to run the EVV solution;
24. Provide data exchange with EOHHS and MMIS. MMIS can receive claims in standard 837 formatted to EOHHS specifics;
25. Supply a data extract formatted to EOHHS specifics for use with Rhode Island's predictive modeling and analytics implementation;
26. The EVV system shall be [MITA 3.0](#) compliant upon implementation;
27. Have a reliable backup and recovery processes in the event of a system malfunction or disaster situation, as well as provide an alternative for timekeeping due to a

provider's failure or inability to use the system for a start or end shift. Provide an emergency back-up plan and system;

28. Describe a detailed plan for security of data and compliance with [Rhode Island Division of Information Technology policies](#) and HIPAA requirements, including the HITECH Act amendments;
29. Describe the Vendor's quality assurance system;
30. Ensure data shall be reported accurately and timely;
31. Provide a detailed timeline and calendar based chart for implementation for all phases of the project. Implementation of phase one shall be complete within 90 days from the issue of Purchase Order
32. Provide for the operation and maintenance of a 24-hour toll free customer service telephone system and how the same will be monitored;
33. Describe the Vendor's approach to documenting and handling complaints;
34. All EVV components must be able to demonstrate an audit trail and traceability and be provided to EOHHS upon request and/or at a defined frequency;
35. Provide training (including onsite, webinar and on-demand digital media) for state agency employees, managed care organizations, program providers and other individuals on the use of the EVV system and provide ongoing support and technical assistance. The training plan must include access to and use of a test environment where state agency employees and provider agency employees can test various aspects of the EVV system.
36. Continually provide information regarding innovations which may result in cost savings and improved program efficiency. Descriptions of proposed innovations should clearly illustrate how the proposed innovation could result in cost savings and improved program efficiencies.

SECTION IV: TECHNICAL PROPOSAL

Narrative and Format:

The separate technical proposal should address specifically each of the following required elements:

1. **Project Staffing and Staff Qualifications** – Provide staff resumes and describe qualification and experience of key staff who will be involved in this project, as well

as their level of involvement and percentage of time allocated to the project. Please also describe the type and level of staffing that will be expected from the state, both initially and ongoing.

2. **Capability, Capacity and Qualifications of the Offeror** – Please provide a detailed description of the Vendor’s prior experience with Electronic Visit Verification Systems for Medicaid and Waiver HCBS programs. A list of relevant client references must be provided and include client names, addresses, phone numbers, dates of service and description of the engagement.
3. **Quality and Completeness of Work Plan** – Please provide a point-by-point detailed description of how the vendor proposes to address each requirement specified in Section III, Specific Activities/Tasks. The proposal must be fully responsive to each requirement and the proposer should reference each requirement that is being addressed in the proposal. The proposer must identify any deviations from the stated requirements that the proposer cannot satisfy. The applicant must provide a detailed project work plan that clearly identifies all tasks required to implement an EVV system and all timeframes in which each task will be accomplished.
4. **Approach/Methodology/Training** – Describe the approach/method for system implementation, training (both initially and ongoing) and deployment to providers and across HCBS programs. Include a description as to how the implementation and deployment might differ for PCS services provided to recipients in the Personal Choice (self-directed) program.

SECTION V: COST PROPOSAL

Applicants shall provide a cost proposal using **Appendix A: Cost Form** to specify costs for performance of tasks starting on page 6 within Section 3: Scope of Work. Proposal shall include all anticipated costs of successful implementation of all deliverables outlined. An item by item breakdown of costs shall be included in the proposal, including option years.

Applicants shall submit the breakdown and demonstrate how the cost was determined. The applicant shall submit a fee per transaction rate and explain what a transaction comprises. The fee per transaction rate will be in effect for the first contract term.

If there are any implementation fees associated with providing services in the RFP, the applicant shall identify each type of implementation fee to be charged.

SECTION VI: EVALUATION AND SELECTION

Evaluations will be conducted by a Technical Review Committee comprised of EOHHS staff. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 56 (80%) out of a maximum of 70 technical points. Any technical proposals scoring less than 56 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 56 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

EOHHS reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Project Staffing and Staff Qualifications	15 Points
Vendor Capability, Capacity, and Qualifications	20 Points
Quality and Completeness of Work Plan	20 Points
Approach/Methodology/Training	15 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$(\text{low bid} / \text{vendors bid}) * \text{available points}$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$\$65,000 / \$100,000 * 30 = 19.5$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation and/or demonstration before the technical review committee to clarify statements made in their proposal.

Section VII: Proposal Submission

Questions concerning this solicitation may be e-mailed to the Division of Purchases at David.Francis@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference RFP #7549890 on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. No other contact with State parties will be permitted. Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses [an original plus five (5) copies] should be mailed or hand-delivered in a sealed envelope marked "**RFP#7549890 Electronic Visit Verification System**" to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. One completed and signed three-page R.I.V.I.P. generated bidder certification cover sheet (included in the original copy only) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. One completed and signed W-9 (included in the original copy only) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. A separate Technical Proposal describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to fifteen (15) pages (this excludes any appendices), with a minimum font size of 12 points. As appropriate, include resumes of key staff that will provide services covered by this request.
4. A separate, signed and sealed Cost Proposal using Attachment A: Cost Form reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CD-ROM, disc, or flash drive). Microsoft Word, Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL:

<https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf> .

ATTACHMENT A – Cost Form 1 of 2

Table 1

Vendors must complete

Firm, fixed, fully loaded cost to develop and maintain an Electronic Visit Verification system as described in Section 3 .	
Initial Term – Year 1 -Software License Fees (specify each product and terms) -All application hosting related costs and expenses the Vendor anticipates it will incur in Year 1 -Business Consultation Services -Implementation and Maintenance (includes all modifications and updates) -All other real and incidental costs the Vendor anticipates it will incur that are not specifically identified in Cost Response Table 1; and -All other costs or expenses, including deliverable reproduction and presentation preparation costs, travel, and other indirect costs	Subtotal cost: \$ _____
Initial Term - Year 2 -Software License Fees (specify each product and terms) -All application hosting related costs and expenses the Vendor anticipates it will incur in Year 2 -Business Consultation Services -Implementation and Maintenance (includes all modifications and updates) -All other real and incidental costs the Vendor anticipates it will incur that are not specifically identified in Cost Response Table 1; and -All other costs or expenses, including deliverable reproduction and presentation preparation costs, travel, and other indirect costs	Subtotal cost: \$ _____
Initial Term - Year 3 -Software License Fees (specify each product and terms) -All application hosting related costs and expenses the Vendor anticipates it will incur in Year 3 -Business Consultation Services -Maintenance (includes all modifications and updates)	Subtotal cost: \$ _____
Extended Term – Option Year 1 -Software License Fees (specify each product and terms) -All application hosting related costs and expenses the Vendor anticipates it will incur in Extended Term – Option Year 1 -Business Consultation Services -Maintenance (includes all modifications and updates)	Subtotal cost: \$ _____
Extended Term – Option Year 2 -Software License Fees (specify each product and terms) -All application hosting related costs and expenses the Vendor anticipates it will incur in Extended Term – Option Year 2 -Business Consultation Services -Maintenance (includes all modifications and updates)	Subtotal cost: \$ _____
TOTAL	\$ _____

Cost Form (Con't) 2 of 2

Table #2A – Hourly Rates - Initial Term

Project Role / Function / Title	Rate per Hour
	\$
	\$
	\$
	\$

Table #2B – Hourly Rates – Option Years 1 & 2

Project Role / Function / Title	Rate per Hour
	\$
	\$
	\$
	\$

Table #3 – Transaction Costs

Transaction Method / Type	Cost Per Transaction (assume 1 - 2 million cumulative claims annually)
Via Mobile App (iOS / Android)	\$
Via Fixed Device	\$
Via Telephony with Voice Biometrics	\$
Other ()	\$

Table #4 – Fixed Verification Device Costs

Description	Cost Per Unit
	\$
	\$